

# First Utility

Knowledge is Power

-  **Emergencies**  
 Loss of supply? Call 105  
 or 0800 028 0247  
 Smell gas? Call 0800 111 999
-  **Other enquiries**  
 Call our customer service on 01926 320 700

Message us 

Tweet us 

M



Mr. Tim Grabham  
 51 Pelton Road  
 LONDON  
 SE10 9AH

Account Number 2219096  
 Statement number 45368492  
 Statement date 22 Apr 2018  
 Statement period 21 Mar 18 - 18 Apr 18  
 VAT registration number GB 867 2447 91  
 Supply address 51 Pelton Road  
 London  
 SE109AH

Hello Mr. Grabham

## Your Electricity and Gas Statement

Previous balance	<b>£58.93 CR</b>
Payments received	<b>£60.00</b>
Balance	<b>£118.93 CR</b>

Total charges this bill	<b>£54.47</b>
 Electricity	<b>£29.31</b>
 Gas	<b>£25.16</b>

**ACCOUNT BALANCE £64.46 CR**

You pay by fixed Direct Debit so don't worry, you don't need to do anything. This balance will be carried forward to your next statement. Your monthly payment of £60 will be collected as usual by Direct Debit on or soon after 5 May 2018.

For more information on fixed Direct Debit, please visit [www.first-utility.com/how-fixed-direct-debit-works](http://www.first-utility.com/how-fixed-direct-debit-works)

**This bill is based on actual readings.**

## Could you pay less?

Your Personal Projection is **£949** per year. This is your estimated energy spend for your current tariff assuming you use the same amount of energy as you did last year. It includes any discounts and charges like VAT.

Our cheapest tariff for you  
 Smart First June 2019 Online Direct Debit ebill - over the next 12 months you could save £208.50\*

Tariffs may be withdrawn at any time. Switching tariffs may involve moving to different terms and conditions. Visit our website for details. Remember - it might be worth thinking about switching your tariff or supplier. For more information on your tariff and switching, see overleaf.

\*You will be charged up to £50 per fuel if you cancel more than 49 days before your current tariff ends, depending on your plan.

To access your energy account details quickly, simply scan this code using your smartphone or tablet. To find out more about QR codes visit [www.first-utility.com/help/Bills\\_and\\_Payments](http://www.first-utility.com/help/Bills_and_Payments)



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## About your tariff

Information about your current tariff\*. You can use it to compare to others we have available.

\*if you have recently changed tariff your bill may be based on your previous tariff rates

### Electricity

Tariff name: First Fixed May 2018 v5 Online  
Direct Debit ebill

Payment method: Direct Debit

Tariff end date: 31 May 2018

Exit fees\*: £30 per fuel

\* if you cancel more than 49 days before the tariff end date

Annual usage 2,630 kWh  
(may include estimates)

#### Your tariff rates

Unit rate per kWh: 12.679p

Standing charge: 18.64p per day

Prices inclusive of VAT

### Gas

Tariff name: First Fixed May 2018 v5 Online  
Direct Debit ebill

Payment method: Direct Debit

Tariff end date: 31 May 2018

Exit fees\*: £30 per fuel

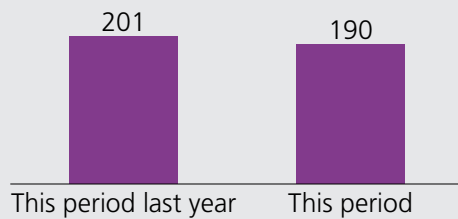
Annual usage 9,178 kWh  
(may include estimates)

Unit rate per kWh: 3.063p

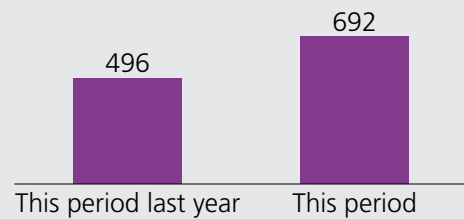
Standing charge: 14.16p per day

## About your usage

### Electricity (kWh)



### Gas (kWh)



These charts compare your recent energy usage with the same period last year. Estimates may have been used to calculate your energy use.

**Any questions?** Visit [www.first-utility.com](http://www.first-utility.com), email [customer.service@first-utility.com](mailto:customer.service@first-utility.com), or call our customer service team on 01926 320 700.

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## Your payments

<b>TOTAL</b>		<b>£60.00</b>
<b>Date</b>	<b>Payment Type</b>	<b>Amount</b>
05 April 2018	Direct Debit - Payment	£60.00

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 Electricity statement

<b>Your total new electricity charges</b>			<b>£29.31</b>
Standing Charge Single Rate - Elec.	28 days	x 17.75p per day	£4.97
Usage charge single rate - electricity			£22.94
<b>Total supply charges</b>			<b>£27.91</b>
<b>Plus VAT at 5%</b>			<b>£1.40</b>

If you stop paying by Direct Debit your electricity Standing Charge will go up by up to £36 (including VAT) per fuel per year.

## Electricity readings for meter D03A 53196

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	kWh	rate (£)	price
21/03/18	C	31386.000	18/04/18	C	31576.000	190.000	0.12075	£22.94
<b>Usage charge</b>								<b>£22.94</b>

Electricity supply number

S	1	801	902
	12	0003	7119 035

Loss of supply?

Call 105 or  
0800 028 0247

Read types:

C = Customer  
 E = Estimate  
 D = Deemed  
 R = Routine  
 S = Smart  
 I = Initial  
 F = Final

Having trouble understanding your bill?

[Click here](#)



## Gas statement

<b>Your total new gas charges</b>			<b>£25.16</b>
Standing Charge - Gas.	28 days	x 13.49p per day	£3.78
Usage charge - gas			£20.18
<b>Total supply charges</b>			<b>£23.96</b>
<b>Plus VAT at 5%</b>			<b>£1.20</b>

If you stop paying by Direct Debit your gas Standing Charge will go up by up to £36 (including VAT) per fuel per year.

### Gas Readings for Meter 0184906S

Gas Meter Type - Imperial  
 Units are measured in 100's of cubic feet (ft<sup>3</sup>). To convert to m<sup>3</sup> multiply by 2.83.

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	Units	m3
21/03/18	C	7851.0	18/04/18	C	7873.0	22.0	62.3
<b>Total m3</b>						<b>62.3 m3</b>	

### How we calculate your gas charges

#### m3 to kWh conversion

Date	m3	Correction factor	Calorific value	kWh	Rate (£)	Price
18/04/18	62.3	x 1.02264	x 39.1 ÷ 3.6 =	691.967	x 0.02917 =	£20.18
<b>Total usage charges</b>						<b>= £20.18</b>

A correction factor of 1.02264 is applied to account for fluctuations in temperature and pressure of gas in the UK.

The Calorific value is the amount of energy released when gas is burnt. The quality of gas varies slightly every day so the average Calorific value for the statement period is used when calculating the number of kilowatt-hours used.

Gas supply number  
559211709

Smell gas?  
Call 0800 111 999

Read types:  
 C = Customer  
 E = Estimate  
 D = Deemed  
 R = Routine  
 S = Smart  
 I = Initial  
 F = Final

## Gas Safe Register

Gas Safe Register replaced the CORGI gas register in Great Britain and Isle of Man. Always use a Gas Safe registered engineer to install, repair and service your gas appliances. Always ask to see their ID card. Be gas safe. For more information and to find and check an engineer go to [www.GasSafeRegister.co.uk](http://www.GasSafeRegister.co.uk) or call 0800 408 5500.



Having trouble understanding your bill?

[Click here](#)

# First Utility

## About your bill

Your bill has been designed using feedback from industry bodies including Ofgem, Citizens Advice Consumer Services and Which?, with the aim of making it clear and easy to understand. We continue to develop our energy bills in line with customer and industry feedback.

If you have a Smart Meter or if you submit a meter read every month then we will send you a bill based on your actual energy usage. If you don't have a Smart Meter or if you are unable to submit a meter read every month then your bill will be estimated.

For more information on how we estimate bills please visit the Help and Advice section of our website [www.first-utility.com](http://www.first-utility.com)

## Our commitment to you

At First Utility we are committed to providing you with a valuable and reliable service. Our codes of practice set out our full commitment to you, including advice on energy efficiency and a comprehensive complaints handling process to solve any problems. Please visit our Help & Advice section of our website [www.first-utility.com](http://www.first-utility.com)

## If you need to make a complaint

It's easy to get free, independent advice so that you "Know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To "Know your rights" visit [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy) for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06 (or Citizens Advice Scotland on 0808 800 9060).

Our complaints handling procedure is available to view and download on our website, [www.first-utility.com](http://www.first-utility.com), where you can also find details of how to make a complaint. If you need to obtain a copy of our complaints handling procedure, free of charge, you can contact our Customer First Team on 01926 320 700.

You can now also use Resolver, an independent complaints service. Visit [www.resolver.co.uk/companies/first-utility-complaints](http://www.resolver.co.uk/companies/first-utility-complaints) to raise your complaint via their simple online process, and we'll work with them towards a swift resolution for you.

If you remain unhappy with our resolution of your complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you may refer the matter to the Ombudsman Services: Energy on 0330 440 1624 or at [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy). They are free and independent, and we are bound by their decision.

## Additional Services and our Priority Services Register

If your circumstances mean that you need extra support from us (for example, you may be of pensionable age, disabled, suffer from ill-health, or have young children) we have a range of additional free services which may help. You can also ask to be added to our Priority Services Register (PSR). For further information, take a look at our website. You can register online, download the application form, or call us on 01926 320 700 to find out more.

## Paying Your Bill

The easiest way to pay your bill is by Direct Debit. We tell you in advance when each payment will be made, so you remain in control. Payments made by a method other than Direct Debit may incur a charge of up to £36 per fuel per year.

### To set up a Direct Debit payment

To set up a Direct Debit simply fill out the form below and return it to us at the address shown. Alternatively, call us on 01926 320 700.

### Online payment by Credit/Debit card

If you have an outstanding balance on your account you can make a secure payment online using a credit or debit card. Simply log on to your account by visiting [www.first-utility.com](http://www.first-utility.com) and clicking on 'My Account'.

### Paying at a bank

Cash payments can be made over the counter at any Barclays branch. Simply fill out the Giro slip if provided. Please include your customer account number as a payment reference.

### Paying by cheque

If you want to make a payment by cheque please allow at least 2 working days before the due date for us to receive your payment. Cheques should be made payable to "First Utility Ltd" and sent to First Utility, PO Box 6363, Coventry, CV3 9LR. Please ensure you write your account number on the reverse of the cheque and remember to attach a stamp.

## Our fuel mix

To see how we generate your electricity supply, and its environmental impact, visit our website at [www.first-utility.com](http://www.first-utility.com) under "About us" or search "our fuel mix"

## Moving home?

Don't forget to let us know!

We need the date of your move, your final meter reads and your forwarding address. Call us on 01926 320 700

## Understanding your bill

**Climate Change Levy (CCL)** If you are a business customer CCL is a tax on energy. Its aim is to encourage users to improve energy efficiency and reduce carbon emissions.

**Correction Factor** The change in pressure of the gas from sea level to the gas supplier requires a correction factor to be applied.

**Calorific Value** Gas is charged on the amount of energy (heat) that it releases. The calorific value is applied to convert the units of gas you have used in volume to the actual amount of energy used.

## Help and Advice

Visit our website where we have answers to an extensive list of frequently asked questions. [www.first-utility.com](http://www.first-utility.com)

## Need assistance?

If you have a query about your energy bill or need help understanding it then talk to our customer service team.

Customer service: 01926 320 700  
[customer.service@first-utility.com](mailto:customer.service@first-utility.com)

Business support: 0800 0115 090  
[business.support@first-utility.com](mailto:business.support@first-utility.com)

We offer a range of services to assist you if you are having difficulty paying your bill. Our obligations are set out in our statement "I'm struggling to pay my bill – what should I do?" and in our policy "Paying your bill – help for domestic customers". Both are available on our website. Contact our Credit Control team on 01926 320 778 or email them on [credit.control@first-utility.com](mailto:credit.control@first-utility.com)

First Utility Limited, PO Box 6363, Coventry, CV3 9LR  
Registered in England and Wales : Registered Number 05070887  
Registered Office: Columbus House 2, Westwood Business Park, Westwood Way, Coventry, CV4 8HS

**First Utility**

Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the form and send to First Utility : PO Box 6363, Coventry, CV3 9LR

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address

Postcode

Name(s) of Account Holder(s)

Branch Sort Code

Bank/Building Society account number

Originator's Identification Number

6 8 5 8 8 9

Reference (please insert your First Utility account number)

Instruction for your Bank or Building Society

Please pay First Utility Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with First Utility and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Bank and Building Societies may not accept Direct Debit Instructions for some types of account



## The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit First Utility will notify you three working days in advance of your account being debited or as otherwise agreed. If you request First Utility to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.  
- If you receive a refund you are not entitled to, you must pay it back when First Utility asks you to.
- You can cancel a Direct Debit at any time simply by contacting your bank or building society. Written confirmation may be required. Please also notify us.